

WorkKeys® job skill assessments have been proven to give users a return on investment by helping them select the right people to fill jobs. Here are some examples.

Northrop Grumman Ship Systems—Pascagoula, Mississippi

Challenge: Like many employers, the goal of this shipbuilder for military and private industry is to retain employees while raising their skill levels.

Solution: Four positions within Northrop were profiled to determine skills needed to perform them: shipfitter, welder, burner, and grinder. More than 1,200 employees took the WorkKeys exams (Applied Mathematics, Reading for Information, and Observation) relevant



to their jobs, according to job profiles. Each participant received a “learning prescription,” which blended skill-specific training with job-specific training.

Results: The new WorkKeys employee development system allows employees to cross-train and move to alternative positions during layoff periods, saving the company more than \$2 million in 2004 alone.

Two years after implementing WorkKeys, turnover rates dropped in all participating plants by as much as 28 percent.

Meanwhile, NGSS reported drops in absentee rates ranging from 3 percent to 21 percent.

Bradner Village—Marion, Indiana

Challenge: Despite spending thousands of dollars on training and development for new hires, this health care center and retirement community experienced high employee turnover and frustration among employees. In recent years, Bradner lost almost half of its full-time staff.

Solution: Bradner used WorkKeys to profile four key positions—licensed nurses, certified nursing assistants, dietary staff, and environmental services staff. Prior to job interviews, applicants went to local one-stops to take WorkKeys exams in Applied Mathematics, Locating Information, Observation, and Reading for Information. Candidates who met the profile standards qualified for a job interview.

Results: Bradner's training losses dropped to a mere \$3,600 a year—a 96 percent training cost reduction.



In the six months following WorkKeys implementation, Bradner saw a 37 percent reduction in turnover.

Bradner executives only select applicants who meet WorkKeys job requirements. This creates a time savings of 75 percent.

CME Automotive—Monroeville, Indiana

Challenge: Despite its growth, this automotive supplier struggled with high turnover rates. Faced with high demand for new employees and a need to select qualified personnel, CME wanted an effective way to put skilled employees in the right jobs.

Solution: CME profiled six critical plant jobs: production worker, team leader, quality associate, shipping and receiving worker, entry-level maintenance worker, and top-level mechanic. Profiles revealed that all six positions require strong skills in Reading for Information, Locating Information, Observation, and Teamwork, while the maintenance positions also require Applied Mathematics and Applied Technology skills. CME now requires all job applicants to meet the minimum standard in all relevant WorkKeys tests for hiring and promotion consideration.



Results: Turnover among new hires dropped to 6.6 percent.

Supervisors report that employee selection is more reliable and new employees absorb training information more quickly.

CME and local high schools use WorkKeys to coordinate internship and job placement programs for students. This shortens hiring time and reduces CME's selection costs.

Creative Extruded Products—Tipp City, Ohio

Challenge: This automotive parts manufacturer suffered from an annual turnover rate of 33 percent, skyrocketing overtime, high scrap expenditures, and high recruiting costs. It needed a new hiring system to reduce turnover and overtime.

Solution: Job profilers used WorkKeys to examine production technician positions to identify the skill levels needed. They also tested all employees' skills and helped develop retraining curricula. About 25 percent of employees required retraining in areas pinpointed by WorkKeys. Nearly every employee achieved desired skill levels.

Results: Overtime hours fell 95 percent.

Scrap expenditures fell 21 percent.

Profits rose by 50 times the cost of WorkKeys.

Turnover fell from 33 percent to 5 percent.

Training time fell from 6 months to 2 months.